PROPOSAL EVALUATION WORKSHEET (INDIVIDUAL)

EVALUATION FACTOR: INFORMATION TECHNOLOGY SERVICES PLAN (RATED)

PROPOSER: _MBCR_____

DATE: _____09/05/13_____

OVERALL RATING: ___ACCEPTABLE____

NARRATIVE SUMMARY: ____MBCR met the requirements of the RFP with some weaknesses that need to be addressed. Based on the language that was used to respond to the RFP requirements there seemed to be a lack of collaboration with the MBTA. There were instances where MBCR responded with items that were contrary to what was asked for in the RFP.

Objective:

The following are the objectives for the Information Technology Service Plan evaluation factor:

1) To identify Proposers that demonstrate ability to operate a professional information technology (IT) organization that follows and complies with industry best practices, uses metrics to monitor and improve performance, and successfully operates, maintains, and upgrades the full suite of IT systems and elements needed for delivery of the Commuter Rail Operating Agreement services and the Commuter Rail IT Environment;

2) To identify Proposers with experience complying with standards and best practices including PCI-DSS (Payment Card Industry-Data Security Standard);

3) To identify Proposers with a proven approach to sharing data and system access with customer/agency management in a timely fashion to support contract oversight and planning functions; and

4) To identify Proposers with a high level of ability (i) assessing and managing risks within a complex IT organization involving legacy components and new technology, and (ii) finding creative solutions to ensure efficient and uninterrupted operations.

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Evaluation Criteria:

The Proposer has demonstrated the ability to develop, implement, operate, maintain and upgrade an IT organization and related systems and elements, all in compliance with industry best practices. The Proposer has demonstrated its experience in complying with various best practices including, but not limited to, PCI-DSS. Furthermore, the Proposer has demonstrated reliable approaches to ensuring full data and system access with agency management to ensure proper oversight and monitoring, as well as the ability to ensure efficient and interrupted operations consisting of both legacy systems and new technology.

Instructions:

Evaluators must rate each requirement outlined in the table below as one of the following: (i) Exceptional; (ii) Good; (iii) Acceptable; (iv) Potential to Become Acceptable; or (v) Unacceptable. Please note the following explanations when rating each requirement:

1) A rating of Exceptional is appropriate when the Proposer has demonstrated an approach that is considered to significantly exceed stated criteria in a way that is beneficial to the MBTA. This rating indicates a consistently outstanding level of quality, with very little or no risk that this Proposer would fail to meet the requirements of the solicitation. There are no weaknesses.

2) A rating of Good is appropriate when the Proposer has demonstrated an approach that is considered to exceed stated criteria. This rating indicates a generally better than acceptable quality, with little risk that this Proposer would fail to meet the requirements of the solicitation. Weaknesses, if any, are very minor. Correction of the weaknesses would not be necessary before the Proposal would be considered further.

3) A rating of Acceptable is appropriate if the Proposer has demonstrated an approach that is considered to meet the stated criteria. This rating indicates an acceptable level of quality. The Proposal demonstrates a reasonable probability of success. Weaknesses exist but can be readily corrected through requests for Clarification or Communications.

4) A rating of Potential to Become Acceptable is appropriate if the Proposer has demonstrated an approach that fails to meet stated criteria as there are weaknesses, but they are susceptible to correction through Discussions. The response is

considered marginal in terms of the basic content and/or amount of information provided for evaluation, but overall the Proposer is capable of providing an acceptable or better Proposal.

5) A rating of Unacceptable is appropriate if the Proposer has demonstrated an approach that indicates significant weaknesses and/or unacceptable quality. The Proposal fails to meet the stated criteria and/or lacks essential information and is conflicting and/or unproductive. There is no reasonable likelihood of success; weaknesses are so major and/or extensive that a major revision to the Proposal would be necessary.

Ratings for each requirement must be recorded in the associated Rating column, and a detailed explanation of why a particular rating was given to a requirement must be recorded in the associated Comments/Justification for Rating column. The Appendix B Section column identifies relevant sections of Appendix B (Operations and Management Proposal Instructions) to the Instructions to Proposers.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
1.	B10.2(A)	The Proposer shall provide an Information Technology Services Plan that describes in detail the Proposer's approach to providing the IT services described in the Contract including, but not limited to, Schedule 3.16 (Information Technology Requirements) of the Commuter Rail Operating Agreement. Elements of that Plan shall include, but not be limited to, proposed approaches to the following: 1. Delivering application and data interfaces; 2. Maintaining source code escrow; 3. Sustaining and/or transitioning the existing IT environment during mobilization; 4. Replacing and upgrading IT systems to keep the same in a state of good repair; 5. Tracking and escalating issues; 6. Understanding and utilizing new technologies such as RFID (radio frequency identification);		1. The bidder will use two development methodologies to deliver the API's. 2. The source code will be maintained in the Microsoft Team Foundation Server. Didn't emphasize the importance of the source code documentation enough. 3. The bidder in the event of a transition will be ready to transfer possession of all components of the IT environment but they do not demonstrate how this will be accomplished. They later state that they will develop a process. 4. Didn't explain how the IT systems would be kept in a good state of repair. Bidder did not really into replacing/upgrading details. 5. The bidder will implement a Connect wise system to track & monitor IT issues. Would like to see issues entered by one centralized help desk instead of business units. System was confusing to the reader. 6. The bidder did not discuss the RFID in this section as outlined in schedule 3 4.4.4 RFID integration into Issue Tracking Portal. 7. The bidder should have gone into greater depth to clearly demonstrate that it understood and could deliver all the items in appendix 2 to schedule 3.16. 8. The bidder will implement an IT Department with the appropriate staff. A CIO will be hired to oversee the staff members. The reader would like to have seen more on the CIO's duties as outlined in appendix 3 to schedule 3.16. 9. The bidder demonstrated a clear understanding of the

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		7. Documenting the IT environment; 8. Managing an IT organization and staff; 9. Conducting regular reviews and meetings with the MBTA; 10. Complying with MBTA and other applicable standards; 11. Applying sound change management, project management, and configuration management practices; 12. Operating an IT service center and responding to and repairing reported problems; 13. Performing root cause analyses; 14. Developing and implementing IT asset lifecycle plans; 15. Implementing a quality assurance program; 16. Performing monitoring and reporting		IPR meetings as well as the need to communicate with the MBTA. One note is that the RFP stated all changes would go to the Change Control Board but the bidder stated significant changes. This is of some concern as significant is not defined or mentioned in the RFP. 10. The bidder acknowledged that it would comply with the MBTA standards and referenced appendix 5 to schedule 3.16. 11. The Supervisor of Quality Assurance & IT Compliance will implement standard changes without escalation. Standard – minor tasks seems to be a gray area. 12. Seems like too many systems just to create a Help Desk ticket. Did not discuss testing at all in this section. This is an important task that should be part of the process. 13. The bidder demonstrated that they understood that they will be performing root cause analyses. They will develop a Mitigation Plan as outlined in the RFP. The bidder read the appendix and acknowledged the event reporting deadlines. 14. The bidder provided a detailed section on life cycle plans for IT assets. The RFP states that there will be no "sunsets" or "end of life" for third party software without a replacement. The bidder states that they will phase out or freeze the application/software without a replacement. The opposite of what is required in the RFP. 15. The Quality Control Plan is referenced in the RFP not program. The bidder did not acknowledge that the MBTA

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		of performance of IT functions and complying with service level agreements; 17. Providing appropriate and timely access to MBTA to Operator IT staff and systems; and 18. Negotiating and managing contracts with IT suppliers responsibly and by seeking the best value at all times.		must accept the plan before the Agreement Services commencement date. The bidder talks about various other topics but doesn't focus on the Quality Control requirements, program or MBTA review of the Operator Quality Assurance Obligations. 16. The bidder should have mentioned the service level matrixes. The bidder should have acknowledged that it is required to provide the reporting by the 15th of each month (schedule 3.18). 17. The bidder seems to understand the access section in the RFP. The reader would have liked to have seen a reference to perform audits. The bidder did mention providing quarterly access to interface tools & documentation. 18. The bidder acknowledged the use of DBE vendors, FTA procurement guidelines, state contractors and best value procurement procedures.
2.	B10.2(B)	The Proposer shall: (i) identify those portions of the information that it provided in response to B9.2(A)(1) – (18) of Appendix B that it considers to be innovative, best practice, beneficial to MBTA Customers and/or cost efficient, and (ii) submit information supporting or otherwise validating its position that said portions are innovative, best practice, beneficial to MBTA Customers and/or cost efficient.		The bidder will deliver API's and data interfaces utilizing the Waterfall methodology and the Agile approach. Microsoft Source Safe Software package will be upgraded to the latest version of Microsoft Team Foundation Server. The Data Center Collocation will reduce costs for SSAE16 audits, maintenance and security fees. Did not see a lot of innovations in the IT section more migration to best practices or software upgrades.

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Mariaana Tannin 10/31/13